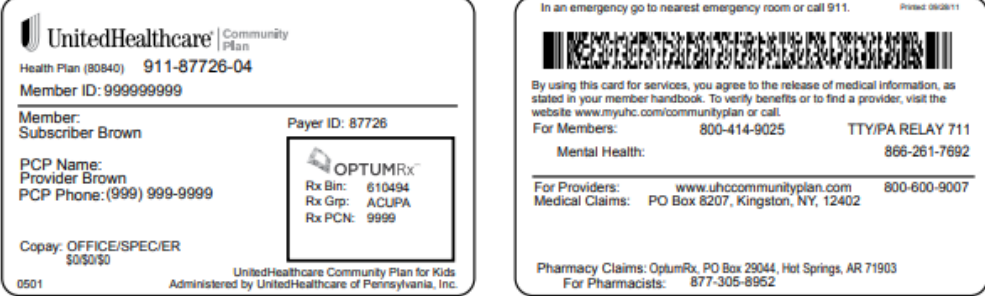




Pennsylvania CHIP ABA Program

Quick Reference Guide

<p>ID Card</p>	
<p>Clinician is Responsible for:</p>	<p>Verifying benefits/eligibility online at UHCprovider.com or call the Behavioral Health number located on the back of the member's ID card</p> <ul style="list-style-type: none"> • Obtaining authorization as necessary • Our Network Manual located on our web site: providerexpress.com > Guidelines / Policies & Manuals > Network Manual
<p>Prior Authorization</p>	<p>All autism services require prior authorization:</p> <ul style="list-style-type: none"> • Verify benefits/eligibility online at providerexpress.com or call the Behavioral Health number located on the back of the member's ID card • Prior Authorization can be obtained via Treatment Authorization Request Form and submitted either <ul style="list-style-type: none"> ○ Online at https://optumpeeraccess.secure.force.com/ABAtreatment/
<p>Claims Paper Submission</p>	<p>Mail paper claims to:</p> <ul style="list-style-type: none"> • UnitedHealthcare Community Plan, P.O Box 8207, Kingston, NY 12402-8207 • All autism provider services must be billed on a CMS - 1500 • Submission should occur within 180 days of date of service
<p>Electronic Submission</p>	<p>Submit claims online through:</p> <ul style="list-style-type: none"> • Claims Payer ID 87726 • providerexpress.com or uhcprovider.com • EDI Support 800-210-8315 or email ac_edi_ops@uhc.com
<p>Claim Status</p>	<p>Claims status can be obtained by calling Customer Service Center:</p> <ul style="list-style-type: none"> • 800-600-9007 • Or through the web portal at providerexpress.com or uhcprovider.com
<p>Appeals and Grievances</p>	<p>Claims appeal process:</p> <ul style="list-style-type: none"> • Process for appeal will be detailed in the Member's Rights Enclosure which accompanies the Explanation of Benefit (EOB) denial notice sent to the provider and the member • Appeals must be received within 60 days from the date of disposition on the remittance report (EOB)
<p>Update Practice Info</p>	<p>You can update your practice information by contacting your designated Autism Network Manager.</p>
<p>Disclaimer</p>	<p>Information contained herein is subject to change. Please contact your Network Manager with any questions.</p>
<p>Network Management</p>	<p>Jeffrey Muench, Specialty Network Manager Email: Jeffrey.Muench@optum.com</p>